

In the Abstract:

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ABSTRACT OF THE DISCLOSURE

A troubleshooting portal method for providing connectivity between a first communication device and a second communication device. The second communication device resides in an access provider communication system. One embodiment comprises receiving a specification from a user by the first communication device, the specification comprising at least one predefined identifier that identifies the second communication device, and receiving a request to establish connectivity between the user and the second communication device; associating the predefined identifier with said second communication device; establishing connectivity between the first communication device and the second communication device based upon the specified predefined identifier; receiving at least troubleshooting data and a test from the user; and communicating the received troubleshooting data and the test to the second device.